



**SALARY SURVEY**

**NETHERLANDS**

**2020**

# CONTENTS

**Introduction** 3

**Employee expectations** 4

**Employer expectations** 6

## **Salary Survey 2020**

Finance 8

Banking & Financial Services 10

Human Resources 12

IT 14

Secretarial & Office Support 16

(Semi) Public 18

Supply Chain 20

## **Walters People**

About us 22

Roles we recruit for 24

Why we're different 26

Academy 27

Direct start 28

Certifications 29

Contact 31



# INTRODUCTION



**Jose Bokhorst**

Managing Director

2019 was a successful year for Walters People. The Dutch labour market was characterised by scarcity, which arose from a combination of an ageing population and strong economic growth. In this talent-short market, the power in the application process has shifted to the candidate – putting applicants in a position where they can afford to be more demanding. Although it was challenging for employers to hire and retain staff, Walters People was there to help them attract the right talent. The dedication and teamwork of our recruitment consultants made it possible to grow our business once again.

The shortages in the Dutch labour market will continue in 2020. Especially highly educated graduates will remain in high demand. Instead of waiting for the perfect candidate, organisations are increasingly open to hiring candidates that do not possess all of the required hard skills yet. By hiring on potential, selecting candidates on soft skills and offering them training and tools to quickly develop themselves, employers ensure the loyalty of their hires. Through our Walters People Academy, we offer candidates free training and help them acquire skills that will help them to thrive in their job.

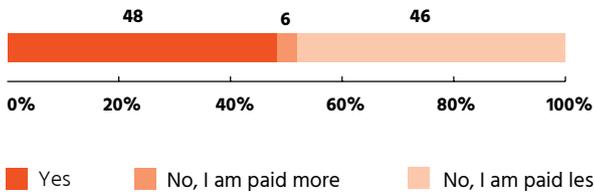
Our purpose is to help people and organisations to fulfil their unique potential. Besides helping our clients to build balanced, well performing teams, we also strive to guide our candidates in choosing the perfect job. In a market where candidates have plenty of opportunities to choose from, we see it as our duty to help them find that one job that fits their unique potential and motivates them to make a difference every day. With our recruitment teams expanding across the Netherlands, we are looking forward to another year of fulfilling our purpose!

# EMPLOYEE EXPECTATIONS

This survey was completed by professionals in:

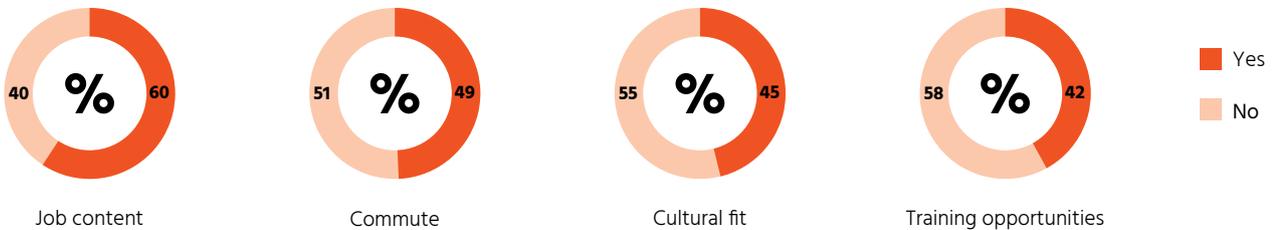


Is your salary in line with market standards?

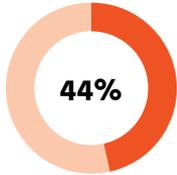


“7% of male professionals indicate their salary as above market standards, compared to 4% of women.”

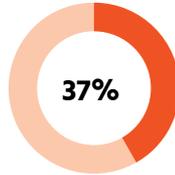
Would you accept a 10% decrease in salary in return for improvements in:



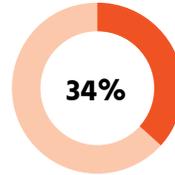
## Which elements are you unhappy with in your current job?



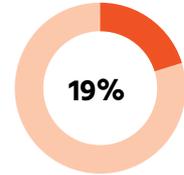
Ability to work from home



Training opportunities



Growth opportunities



Salary

## What are the most important factors when choosing a new job or assignment?

- 1 Work-life balance
- 2 Colleagues
- 3 Fit with the company culture
- 4 Growth opportunities
- 5 Salary



24% of employees say their biggest frustration at work is the lack of growth opportunities



18% of professionals would like to get more recognition for their work



24%

of professionals think a personal click is most important in getting the job



12%

of professionals think poor preparation can lead to being rejected



75%

of professionals would like to see more fun amenities in the office

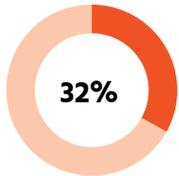


90%

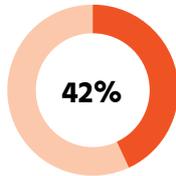
of professionals are happy with their colleagues

# EMPLOYER EXPECTATIONS

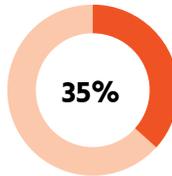
## Year-on-year increase in vacancies in 2019:



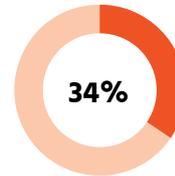
Overall



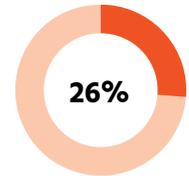
Supply Chain



IT

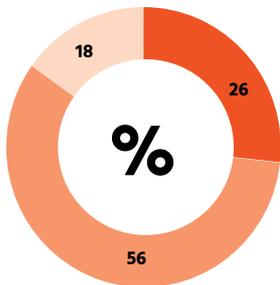


Finance



HR

## What are your expectations for the hiring levels of your company in 2020?



- Hiring levels will increase
- Hiring levels will remain stable
- Hiring levels will decrease

## What are the most important factors in attracting and retaining staff?

- 1 Challenging scope of work
- 2 Growth opportunities
- 3 Work-life balance
- 4 Company culture
- 5 Colleagues

## Main HR concerns:



**30%**  
Improving staff's job satisfaction



**25%**  
Recruiting new staff

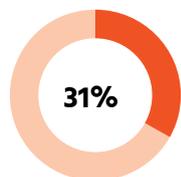


**22%**  
Retaining current staff

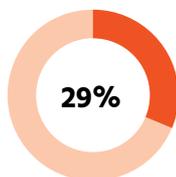


**29% of employers think that salary levels do not attract employees**

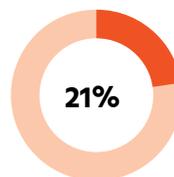
## Which interview questions do applicants struggle with?



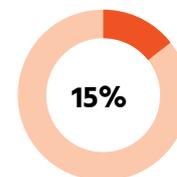
Personality questions



Questions about ambition and motivation



Demonstrating previous successes



Questions about the company

## Top three reasons for rejecting a candidate:

- 1 Candidate is not enthusiastic and/or eager
- 2 There is no personal connection
- 3 Candidate is not a good listener



According to hiring managers, candidates perform best at answering questions about their hard skills.



**53%** of hiring managers are open to hiring a candidate who is not fully qualified for the job.



**40%** of employers consider fun amenities at work unnecessary, while 53% of employees are unhappy about this element in their current job.

This survey was completed by 226 HR managers and hiring managers in the Netherlands. Respondents work in consumer services & goods, professional services, not for profit, manufacturing, IT/media/telecom, banking & financial services, engineering and property & construction. Statistics for vacancy levels are from Jobfeed.



**Ellora van Woerkom**  
specialises in recruiting  
for junior and operational  
finance jobs.

### How would you summarise the recruitment market for finance professionals in 2019?

‘The finance market is characterised by scarcity, and this scarcity is expected to increase in 2020. Companies are lining up for ambitious entrants to the labour market. Candidates with immediate availability are hard to find, since most candidates have one or two months’ notice.

We also see that organisations are increasingly hiring for permanent roles, using temp-to-perm agreements, while a few years ago a larger share of vacancies was made up of temporary roles.’

### Which candidates are most in demand?

‘Employers are looking for graduates with a bachelor or master degree, who have great analytical skills and are able to provide the management team with input to make strategic decisions. I have noticed that junior finance professionals are often reluctant to commit to

an organisation. They have got so many options in the labour market, that they find it difficult to choose.’

### What can employers do to attract and retain finance professionals in 2020?

‘Applicants often prefer to work 32 or 36 hours a week instead of 40, especially millennials. Flexible working hours and the ability to work from home are also important for many finance professionals.’

### What advice can you give to hiring managers?

‘It can be challenging to find the perfect candidate in a short period of time. That is why I advise hiring managers to select candidates based on soft skills and personality. As long as they are motivated, they can develop the required hard skills on the job, but talent is not teachable. If you hire a first-time jobseeker who is motivated and learns quickly, you can offer them training and help them develop into the perfect employee for your company.’

**CONTRACT FINANCE**

ROLE	CONTRACT SALARY PER ANNUM EUR (€)	
	2019	2020
Accounts Payable Team Leader	45 - 55K	<b>45 - 55K</b>
Accounts Receivable Team Leader	45 - 55K	<b>45 - 55K</b>
Senior Financial Administrator	45 - 55K	<b>45 - 55K</b>
Payroll Officer	40 - 50K	<b>40 - 50K</b>
Accounts Payable Specialist	37 - 45K	<b>39 - 45K</b>
Accounts Receivable Specialist	37 - 45K	<b>39 - 45K</b>
Credit Controller	35 - 45K	<b>36 - 45K</b>
Junior Controller	32 - 42K	<b>35 - 43K</b>
Accounts Payable Administrator	30 - 37K	<b>32 - 39K</b>
Junior Credit Controller	30 - 35K	<b>31 - 35K</b>
Bachelor/Master Graduate (0-2 yrs)	35 - 45K	<b>35 - 45K</b>
MBO/Secondary Vocational Graduate (0-2 yrs)	27 - 37K	<b>27 - 37K</b>

NB: Figures are basic salaries exclusive of benefits/bonuses unless otherwise specified.

## BANKING & FINANCIAL SERVICES



**Billy Brouwer specialises in recruiting for junior and operational finance positions within the banking and financial services industry.**

### **How would you summarise the recruitment market for financial institutions?**

‘Since the DNB laws and regulations have assigned more responsibility to banks in preventing money laundering, financial institutions are required to invest in their compliance departments. This has led to an increase in the demand for compliance professionals, and the emergence of new positions.’

### **What are the consequences of this high demand for compliance professionals?**

‘Due to the scarcity of compliance professionals, these professionals are assigned to senior positions early in their career. This sometimes means they have had too little time to build a strong foundation. In the long term, this could affect the quality of service within the financial services industry.’

### **What kind of candidates are in high demand?**

‘Professionals with one or two years of working experience and a bachelor’s or master’s degree in criminology or business economics are in high demand. These graduates often don’t even need to actively look for their first job, because they already receive job offers when they are still in university. To avoid missing out on this talent, I advise organisations to start building long-term relationships with candidates during their studies. For example by offering them internships and the opportunity to write their thesis at the company.’

### **Who else will hiring managers struggle to find in 2020?**

‘It will become even harder to find highly educated professionals willing to fill operational positions. Finance professionals used to start their career by working in accounting for a few years, before making the step to control. As a result of the tight labour market, they can now skip the accounting stage, which makes it hard for companies to find professionals willing to work in purely operational jobs.’

## CONTRACT BANKING & FINANCIAL SERVICES

ROLE	CONTRACT SALARY PER ANNUM EUR (€)	
	2019	2020
Senior KYC/CDD Analyst	50 - 60K	<b>55 - 65K</b>
Medior KYC/CDD Analyst	40 - 50K	<b>45 - 55K</b>
Junior Compliance Officer	40 - 45K	<b>45 - 50K</b>
Junior KYC/CDD Analyst	32 - 40K	<b>37 - 45K</b>
Property Accountant	45 - 55K	<b>50 - 55K</b>
Service Fee Administrator	40 - 50K	<b>45 - 55K</b>
Financial Account Manager	45 - 55K	<b>50 - 60K</b>
Assistant Accountant	42 - 48K	<b>42 - 48K</b>
Junior Tax Specialist	42 - 48K	<b>42 - 48K</b>
Underwriting Support	35 - 40K	<b>35 - 40K</b>
WFT Support	32 - 40k	<b>32 - 40k</b>
Corporate Finance Analyst	45 - 55k	<b>45 - 55k</b>
Junior Risk Analyst	40 - 45k	<b>45 - 50k</b>
Credit Analyst	40 - 45k	<b>40 - 45k</b>
Junior Asset Manager	40 - 45k	<b>42 - 47k</b>
Master Graduate (0-2 yrs)	40 - 45k	<b>42 - 50k</b>
Bachelor Graduate (0-2 yrs)	35 - 42k	<b>40 - 45k</b>
Student	30 - 35k	<b>30 - 35k</b>

NB: Figures are basic salaries exclusive of benefits/bonuses unless otherwise specified.



**Anouk Visser is specialised in HR recruitment, with a focus on HR administrative, talent acquisition and talent development jobs.**

### **Which trends did you see within HR recruitment?**

'The demand for HR professionals in general showed healthy growth rates. What stood out most is the increase in administrative HR roles. As HR officers grow into HR generalist roles, this creates vacancies for starting HR officers. Large corporations shift to using tooling systems in order to work more efficiently. The downside of this is that the 'people component' within these - mostly junior - HR roles declines drastically. There's also strong demand for junior talent development & acquisition specialists, as organisations are under pressure to attract new employees.'

### **What HR role do organisations struggle to fill most?**

'Definitely the HR admin roles. Graduates often do not have specific system knowledge, because organisations often skip this aspect during their traineeship. Graduates with experience in HR tooling are very difficult to find.'

Large companies expect that HR university graduates will focus purely on administrative tasks for the first few years. But many junior HR professionals want to grow towards the role of HR business partner as quickly as possible, which in large companies can easily take 10 years. However, we also see that the best HR advisors are the ones that have built a strong foundation performing a wide range of administrative tasks over a longer period of time. Junior HR professionals often don't appreciate the thorough knowledge an HR admin role - where you see, do and hear so much with regards to all aspects of HR - can bring them.'

### **What can organisations do to become more attractive to HR professionals?**

'In administrative roles it is important to stress the impact that the role has on all employees, which is huge, as they are the first point of contact for all employees. What young HR professionals want most is opportunities for learning and growth. This can range from a clearly defined career path to tickets for an HR seminar. Many HR professionals want to work part-time, and some employers miss out on great candidates because they stick to full-time applicants only. Lastly, working from home is not an option for many HR professional, and it's a perk most of them are looking for. Especially for roles with little personal contact, employers can be more lenient with regards to working remotely.'

CONTRACT HR SUPPORT		
ROLE	CONTRACT SALARY PER ANNUM EUR (€)	
	2019	2020
Human Resource Manager	42 - 64K	<b>42 - 64K</b>
HR Generalist/Advisor	37 - 54K	<b>39 - 55K</b>
Corporate Recruiter	36 - 60K	<b>36 - 61K</b>
Mobility/Immigration Coordinator	36 - 55K	<b>36 - 55K</b>
Learning & Development Coordinator/Specialist	35 - 51K	<b>35 - 51K</b>
Training Coordinator	31 - 45K	<b>32 - 45K</b>
HR Assistant/HR Officer	30 - 42K	<b>31 - 44K</b>
Recruitment Coordinator	30 - 39K	<b>30 - 39K</b>

NB: Figures are basic salaries exclusive of benefits/bonuses unless otherwise specified.



**Ayhan Çatak specialises in recruiting for IT support positions, such as helpdesk employee, application manager and system administrator.**

### **How would you summarise the recruitment market for IT professionals?**

‘Finding qualified IT professionals is becoming increasingly difficult. The number of vacancies for helpdesk staff is on a specially strong rise. Organisations generally have about one helpdesk employee on every 80 staff members. Now that their departments have grown, they realise that their current helpdesk employees cannot manage the volume of work by themselves anymore.

Besides real IT vacancies, we’ve also noticed an increase in the demand for professionals with a broader background and affinity with IT. They can work in positions such as configuration specialist or operations engineer for larger projects.’

### **Which candidates are hiring managers struggling to hire?**

‘Experienced system administrators are hard to find. Organisations are very demanding when it comes to

hiring a system administrator, because these people are in charge of renewing the entire infrastructure. In order to do this, they have to be able to manage projects and get the whole organisation on board with all of the changes. Hiring managers are often hesitant to make a decision. Once they have found a candidate they are enthusiastic about, I advise them to decide quickly, instead of leaving the vacancy unfilled for months – like they often do now.’

### **What are the most important skills for IT professionals?**

‘For IT support positions, soft skills are more important than hard skills. IT support professionals communicate with users all the time. Setting clear expectations, living up to these expectations and reassuring people, are some of the most important skills for the job. IT support employees must realise that every minute that an employee is unable to do his work, it costs the company money. This means they have to prioritise and to act quickly. It also means dealing with frustrated people on a daily basis – something they have to be able to cope with.’

### **What advice can you offer hiring managers?**

‘Offer your employees plenty of training opportunities. Microsoft certifications are in high demand, because IT professionals are unable to acquire them during their studies, while they are of great value for their CV. Networking certifications such as Cisco are also popular.’

## CONTRACT IT

ROLE	CONTRACT SALARY PER ANNUM EUR (€)					
	JUNIOR		MEDIOR		SENIOR	
	2019	2020	2019	2020	2019	2020
Network Specialist (Administrator/Routing/Engineer/Telecom)	36 - 42K	<b>38 - 44K</b>	42 - 50K	<b>45 - 53K</b>	50 - 65K	<b>54 - 70K</b>
Functional (Application) Manager	33 - 37K	<b>34 - 38K</b>	38 - 45K	<b>40 - 47K</b>	46 - 64K	<b>50 - 66K</b>
Database Administrator	33 - 37K	<b>34 - 38K</b>	38 - 45K	<b>38 - 46K</b>	46 - 64K	<b>47 - 65K</b>
System Administrator (Unix/Windows/Linux, etc.)	32 - 36K	<b>33 - 37K</b>	38 - 45K	<b>40 - 48K</b>	46 - 64K	<b>49 - 66K</b>
IT Support Specialist	24 - 29K	<b>25 - 30K</b>	30 - 38K	<b>32 - 42K</b>	36 - 45K	<b>42 - 51K</b>

NB: Figures are basic salaries exclusive of benefits/bonuses unless otherwise specified.

## SECRETARIAL & OFFICE SUPPORT



**Melissa Rutjes specialises in recruitment for secretarial and office support positions.**

### **What is happening on the recruitment market for office support roles?**

‘There is a clear increase across all office support roles. At the start of the economic growth organisations were reluctant to hire support staff, but now that the economy has been going strong for a few years they come to the conclusion that staffing up is needed, and fast.’

Another trend is that a few years ago companies increasingly decided to outsource their receptionist roles. As a personal welcome and front office service have become more important for both visitors and employees alike, many organisations now realise that this job should no longer be outsourced. In the Randstad a vast number of new headquarters are opening up, who are in need of an office manager.’

### **What skills are hiring managers looking for?**

‘Organisations have come to the understanding that being a support superstar is an art, and only people with the right set of personal traits are going to be a

good fit in the long run. This makes it difficult to find the right people, especially when a bachelor’s degree is required. Understandable, as secretaries nowadays run entire projects by themselves, but candidates with a bachelor’s degree tend to move on more quickly. Another challenge are strong Dutch and English skills. The importance of flawless Dutch cannot be underestimated, especially if the role involves sending emails on behalf of the management team. English is of equal importance, especially in international organisations. Lastly, there’s technical skills. In their expanding role, support staff assists in setting up computers, phones and other IT related tasks.’

### **Which role is the most difficult to fill?**

‘Legal secretaries are very difficult to get on board. This role requires a combination of a very specific degree and extremely strong administrative skills. But in general, I would say organisations are surprised how difficult it is to find good support staff.’

### **How can organisations become more attractive to support staff?**

‘Starting support staff wants to move up the ladder quickly. Apart from that, they want to be acknowledged for what they do. People in support roles like to be around people, in an environment they feel good in. Sometimes our candidates are disappointed after a job interview, while the hiring manager was very impressed with them. If they don’t feel welcome, or the application process is chaotic, they are most likely not going to want to join that company.’

**CONTRACT SECRETARIAL & OFFICE SUPPORT**

ROLE	CONTRACT SALARY PER ANNUM EUR (€)	
	2019	2020
Executive & Personal Assistant	41 - 60K	<b>42 - 60K</b>
Office Manager	33 - 48K	<b>33 - 48K</b>
Legal Secretary	30 - 44K	<b>32 - 45K</b>
Management Assistant	29 - 41K	<b>30 - 42K</b>
Office Assistant	29 - 35K	<b>30 - 36K</b>
Receptionist	23 - 31K	<b>25 - 32K</b>

NB: Figures are basic salaries exclusive of benefits/bonuses unless otherwise specified.



**Wendy Swier specialises in recruiting finance professionals for jobs in the (semi) public sector, with a focus on healthcare.**

### **What are the major developments in recruitment for the public sector?**

The Dutch healthcare system is becoming increasingly complex. Organisations in the public sector are reorganising in order to improve their efficiency. They are opting for smaller teams, consisting of highly educated staff, with a focus on building efficiency. This leads to an increasing demand for highly trained finance professionals that possess knowledge of the healthcare sector and relevant laws and regulations – or have the ambition to develop their knowledge in this area.

The need for professionals with knowledge of healthcare administration is especially high, but there are not many applicants with specific knowledge of the new systems that are being used. That is why we offer a six month traineeship through our Walters People Academy, which teaches highly educated entrants to the job market all the ins and outs of healthcare administration.'

### **What are the most sought after skills for finance professionals in the public sector?**

'Recently, one of our candidates started working as a healthcare administrator. The department was reorganising, which caused a lot of insecurity among the staff. Our candidate was an enthusiastic, cheerful girl who had just obtained her bachelor's degree. She got the rest of the department to embrace the new, more efficient way of working. Because she was a new entrant to the job market, the staff did not see her as a threat. Yet, she was convincing enough to get the others to support the changes that were made. This is exactly the type of candidate hiring managers are looking for right now.'

### **What advice can you give hiring managers?**

'One of the benefits of the public sector, is that their finance departments are much smaller than those in commercial organisations. This enables finance professionals to make more impact. Finance managers in the public sector are very open to new ideas that can make their way of working more efficient. This is something you should definitely communicate to applicants.'

### **What is the most common misconception among candidates?**

'The healthcare industry has the image of being outdated, even though the industry is looking for people to help them innovate. Ambitious professionals who like to innovate and enjoy optimising processes, are actually a really good match with the healthcare industry.'

**CONTRACT (SEMI) PUBLIC**

ROLE	CONTRACT SALARY PER ANNUM EUR (€)	
	2019	2020
Assistant Controller	45 - 55K	<b>45 - 55K</b>
Senior Payroll Officer	40 - 55K	<b>40 - 55K</b>
Head of Financial Administration	40 - 55K	<b>40 - 55K</b>
Senior Accounts Receivable Employee	40 - 50K	<b>40 - 50K</b>
Senior Accounts Payable Employee	40 - 50K	<b>40 - 50K</b>
Payroll Administrator	37 - 45K	<b>37 - 45K</b>
Senior DBC Advisor	36 - 50K	<b>38 - 50K</b>
Junior Financial Controller	36 - 50K	<b>36 - 55K</b>
Junior Business Controller	36 - 50K	<b>36 - 55K</b>
Credit Controller	32 - 41K	<b>34 - 42K</b>
DBC Advisor	28 - 40K	<b>33 - 42K</b>
Financial Administrator	26 - 36K	<b>30 - 38K</b>
Accounts Payable Administrator	26 - 36K	<b>30 - 38K</b>
Accounts Receivable Administrator	26 - 36K	<b>30 - 38K</b>
Master Graduate (0-2 yrs)	28 - 36K	<b>30 - 38K</b>
Bachelor Graduate (0-2 yrs)	26 - 33K	<b>28 - 36K</b>
MBO / Vocational Graduate (0-2 yrs)	23 - 32K	<b>24 - 33K</b>

NB: Figures are basic salaries exclusive of benefits/bonuses unless otherwise specified.



**Dan Nguyen is specialised in recruiting for supply chain positions.**

### **What is happening on the recruitment market for supply chain?**

'The market has evolved into a candidate-driven market in no time. Last year, supply and demand were still balanced. In today's market, supply chain professionals looking for a new job often have four different job applications at the same time.

More organisations have relocated to the Netherlands because of Brexit. As a result of the high number of vacancies, supply chain professionals are less hesitant to look for a new job, which in turn causes more mobility in the market.

Organisations are now looking for new entrants on the labour market to fill in vacancies that would previously require two years of work experience. Others are focusing on people with secondary vocational education (mbo) with a few years of work experience, to fill positions on a higher vocational education (hbo) level, such as logistics coordinator or buyer.'

### **What positions are the most difficult to fill?**

'German speaking customer service employees have been in high demand for a while now. We now also see an increase in the demand for French speaking candidates for positions in customer service, such as order management and sales support.

Besides language skills, experience with SAP software is also scarce among candidates. It used to be considered as a plus if an applicant had SAP knowledge. Nowadays it is a requirement, since organisations have further developed themselves in this area. Finding a French or German speaking candidate with SAP experience has become mission impossible. That is why we started to offer SAP trainings to applicants through our Walters People Academy.'

### **What advice can you offer hiring managers?**

'Move along with the market developments. If you keep holding on to a salary that is no longer in line with the market standards, or if you fail to speed up your application process, you will lose out on candidates. And if you do succeed in hiring anyone this way, the chances are that they will leave within a year or two. Make sure the time between a job interview and a job offer is no longer than two weeks. Offer your employees enough possibilities to grow, since growing opportunities are even more important to young professionals than salary. They want to learn and develop themselves within the organisation. Of course, they also want a pleasant work environment, with colleagues they get along with.'

**CONTRACT SUPPLY CHAIN**

ROLE	CONTRACT SALARY PER ANNUM EUR (€)	
	2019	2020
Supply Chain Manager	45 - 66K	<b>46 - 67K</b>
Logistics Analytics	44 - 66K	<b>44 - 66K</b>
Demand & Supply Chain Planner	42 - 65K	<b>43 - 65K</b>
Buyer	42 - 64K	<b>43 - 64K</b>
Operations Manager	42 - 64K	<b>43 - 64K</b>
Customer Service Team Lead/Manager	35 - 50K	<b>36 - 51K</b>
Order Management Specialist	33 - 47K	<b>35 - 48K</b>
Supply Chain Coordinator	32 - 48K	<b>34 - 49K</b>
Export Associate	31 - 46K	<b>32 - 46K</b>
Inside Sales Support/Representative	30 - 46K	<b>32 - 46K</b>
Customer Service Representative (multilingual)	27 - 38K	<b>29 - 38K</b>
Data Entry Employee	25 - 33K	<b>27 - 33K</b>

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# ABOUT US



## Walters People

We specialise in the recruitment of temporary and temporary-to-permanent employees for financial, banking & financial services, human resources, IT, (semi) public, secretarial & office support and supply chain roles. We aim to find the perfect match as fast as possible: the ideal candidate for our client and the most suitable job for our candidate.

Walters People operates in Belgium, France, Hong Kong, Ireland, the Netherlands, Spain and the UK. From our offices in the Netherlands, we focus primarily on the Amsterdam, Eindhoven, Rotterdam and Utrecht regions.

The strength and success of Walters People is a direct result of our consultants' passion, energy and dedication to finding the right match between client and candidate in the shortest amount of time.



## The Robert Walters Group

Robert Walters was founded in London in 1985, and is a global specialist professional recruitment consultancy focused at the mid to senior level.

Our purpose as a business is powering people and organisations to fulfil their unique potential. So every action we take helps organisations to build effective teams, candidates to find fulfilling roles and colleagues to make a difference every day.

With a global presence in 31 countries, Robert Walters is the ideal recruitment partner for both national and international assignments. The Robert Walters Group operates three businesses under the following brands: Robert Walters (permanent and interim management recruitment), Walters People (contracting) and Resource Solutions (recruitment process outsourcing).



# ROLES WE RECRUIT FOR

## Finance

- All-round Finance
- Assistant Controller
- (Jr.) Credit Controller
- Accounts Payable
- Accounts Receivable
- Junior Controller
- Payroll Officer
- Graduate Positions (MBO/Bachelor/Master)

## Banking & Financial Services

- Accounting
- Accounts Payable
- Accounts Receivable
- Underwriting
- Risk Analyst
- (Jr.) Credit Analyst
- Compliance Officer
- (Jr.) Asset Manager
- (Jr.) Trader
- KYC/CDD analyst
- Graduate Positions (MBO/Bachelor/Master)

## Human Resources

- HR Assistant
- HR Generalist/Advisor
- Corporate Recruiter
- Recruitment Coordinator
- Training Coordinator
- Learning & Development Coordinator
- Resource Manager

## IT

- (Functional) Application Manager
- System Administrator
- Database Administrator
- Network Specialist
- Data Specialist
- Developer
- IT Helpdesk (1st/2nd/3rd line)

## Secretarial & Office Support

- Executive & Personal Assistant
- Secretary
- Office Manager
- (Legal) Secretary
- Management Assistant
- Receptionist

### **(Semi) Public**

- (Sr.) DBC Advisor
- (Sr.) Healthcare Administrator
- (Sr.) Payroll Officer
- Head of Financial Administration
- Graduate Positions (Bachelor/Master/MBO)

### **Supply Chain**

- Data Entry
- Demand & Supply Chain Planner
- Logistics Analyst/Third Party Logistics
- Supply Chain Co-ordinator
- Inside Sales Support
- Export Associate
- Sales Representative
- Order Management Specialist
- Customer Service Representative (multilingual)



# WHY WE'RE DIFFERENT

## 1. We're specialists

Due to our strong specialisation, we have accumulated specific employment market and industry knowledge related to the positions we recruit for. This enables us to provide our clients with optimal advice and introduce the right candidates to them.

## 2. Team-based culture

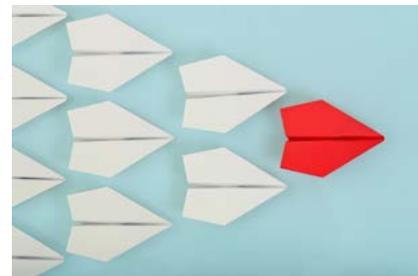
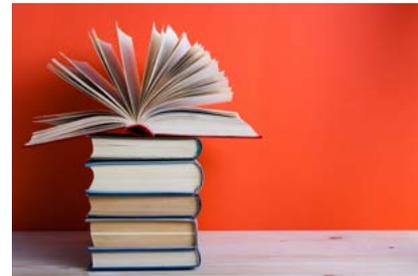
We work in teams. This means that candidates have access to a wide range of opportunities, and clients are presented the professionals that best fit the job.

## 3. Speed and quality

We introduce the right candidate within 24 hours. Providing rapid, high-quality service is what drives us and sets us apart.

## 4. Candidate oriented

We focus on our candidates. All our consultants conduct an average of eight interviews each week, and check at least two references for each candidate that we introduce. We personally know the candidates in our network and we are aware of their qualities and ambitions. We test their knowledge, language and interpersonal skills and take their ambitions into consideration when looking for a new job.





A strong focus on skill development and career progression runs through our business, both internally and towards our candidates. Our relationship with them does not end when they start a new job or assignment. We keep coaching them and arrange workshops to expand their professional skills.

Walters People Academy is an e-learning platform that we developed in partnership with renowned institutes such as Marcus Verbeek, NTI and Artra. Our working professionals can participate in a range of certified online courses for free and whenever it suits them. The training catalogue offers short courses, complete training modules (e.g. MS Office, VBA, business English/French/Spanish and Financial Administration) and short Bachelor courses.

By offering online and offline development opportunities to our candidates, we help them progress their career and build a long-term relationship with them. This is one of the ways we help them to fulfil their unique potential! Our clients instantly benefit from engaged and motivated staff with continuously improving skills.

Visit [www.walterspeople.nl/academy](http://www.walterspeople.nl/academy) to view the full training catalogue or contact [academy@walterspeople.nl](mailto:academy@walterspeople.nl) for more information.

# DIRECT START

Most companies will regularly experience a situation where their accountant, receptionist or PA is unable to work in the middle of a busy period.

Walters People Direct Start offers a solution. Not only will we find the right candidate within a very short time frame; following an initial meeting with the candidate, we offer employers an immediate 4 hour trial. This will allow both parties to evaluate if this is the right fit.

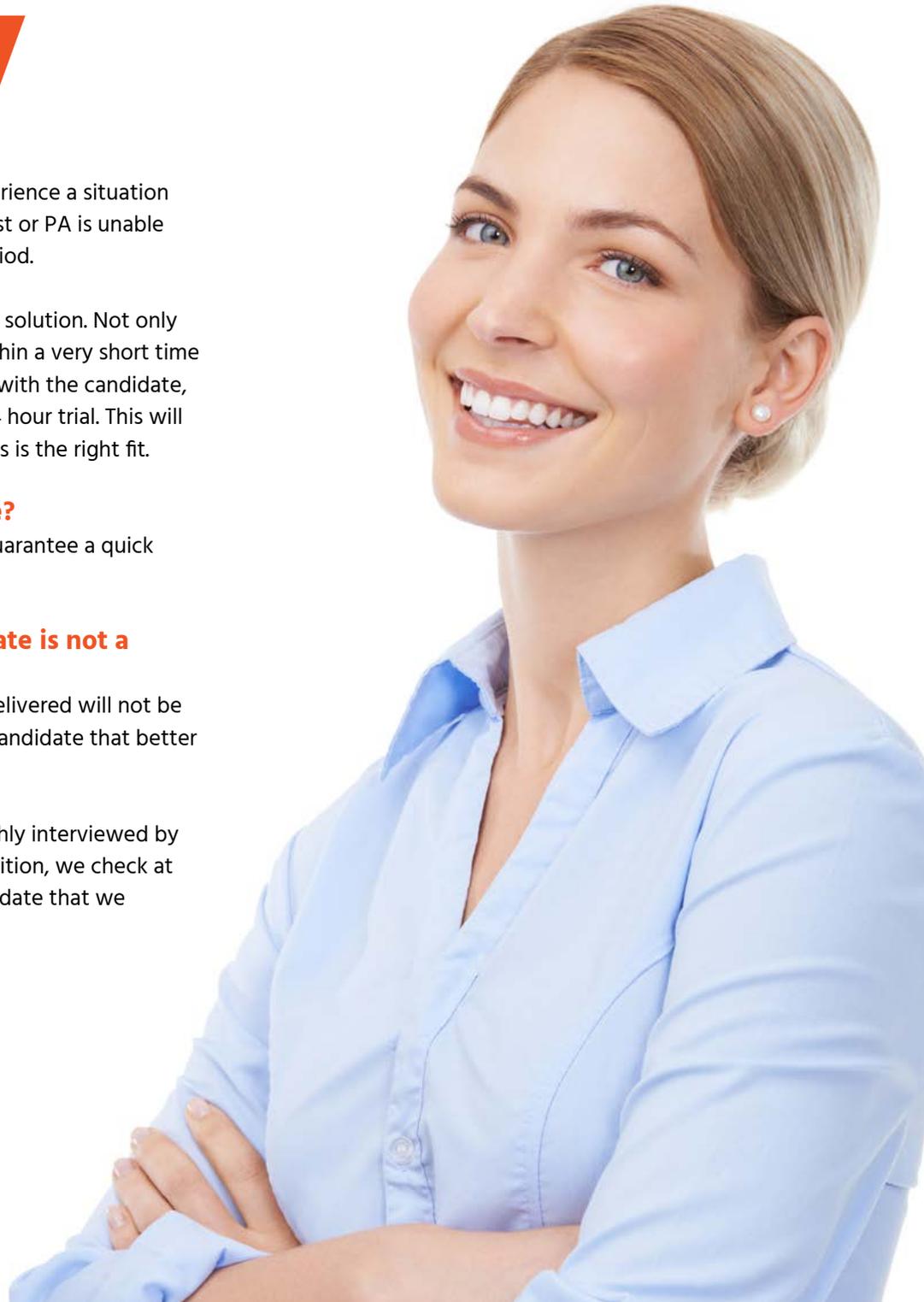
## **Satisfied with the candidate?**

Great! We'll set up everything to guarantee a quick start in your company.

## **Do you feel that the candidate is not a perfect match for the job?**

No problem. The 4 hours of work delivered will not be invoiced and we will find another candidate that better meets your expectations.

Our candidates are always thoroughly interviewed by a Walters People consultant. In addition, we check at least two references for each candidate that we propose to you.



## **ISO, the guarantee for quality policy**

Robert Walters Netherlands and contracting specialist Walters People Netherlands are ISO-9001 (quality policy) and ISO-14001 (environmental policy) certified. This status is also a reward for the quality management system at the Robert Walters Group, recognised as being one of the leading international recruitment organisations.

## **ABU**

The Federation of Private Employment Agencies (ABU) represents the interests of employment agencies in the Netherlands. ABU members must satisfy high standards for quality. This includes requirements relating to workplace safety, rules of conduct, employment conditions and the payment of social premiums and contributions. This represents a guarantee for employers and temporary employees that ABU members offer quality, safety and financial reliability. Since members undergo a screening process periodically, continuous quality is guaranteed. As a member of ABU, we apply our own General Terms and Conditions.

## **NEN 4400-1**

The NEN 4400-1 certificate is part of the quality mark issued by the Dutch Labour Standards Foundation (SNA). This is a national, very high-quality and independent trust mark for all companies based in the Netherlands that make employees available for work. Employment agencies with this trust mark have their (personnel) administrative systems in order, pay their taxes and social contributions on time, and employees hired through these agencies are authorised to work in the Netherlands.

## **Great Place To Work**

Robert Walters and Walters People are certified as a Great Place to Work. Great Place to Work surveys the levels of confidence, pride, and enjoyment within organisations. The title of Best Workplace is determined by employees' answers to a 58 statement questionnaire as well as an evaluation of workplace policy. Only organisations that achieve the highest scores on both parts of the research can hold the title 'Best Workplace'.



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**A NEW**

**PERSPECTIVE**

**ON RECRUITMENT**

